

APPENDIX C - 3
Subcontract Reports and Outreach Database Reports
Year 2000 Outreach Awards

“Valley Care Outreach”

OUTREACH DATABASE RECORD

SEC SOURCE ID	[TO BE COMPLETED BY NLM]
ID NUM	[TO BE COMPLETED BY NLM]
NLM PROG	[TO BE COMPLETED BY NLM]
NLM CONTRACT	[TO BE COMPLETED BY NLM]
ACTIVITY TYPE	RML Subcontract
FUNDING TOTAL	\$3,500.00
STARTDATE	00/07/01
ENDDATE	01/06/30
INST NAME	Olive View UCLA Health Science Library
ADDRESS	14445 Olive View Drive
CITY	Sylmar
STATE	CA
ZIP CODE	91342
REGION	07 Pacific Southwest Region
CONGRESS DIST	California, Districts 20, 25, 26, 27, 39
COUNTY	Los Angeles
INST CONTACT	Marsha Kmec, MLS (818) 364-4241
COLLABORATOR (S)	Burbank Health Center Glendale Health Center Mid-Valley Comprehensive Health Center (Panorama City) North Hollywood Health Center Pacoima Health Center

	San Fernando Health Center Sepulveda Health Center Tujunga Health Center
INST TYPES	County Hospital County Health Centers (clinics)
TITLE	Valley Care Outreach
RML GENERAL OUTREACH ACTIVITIES	
PURPOSE	Improve information access at Los Angeles County health centers in the San Fernando Valley
OBJECTIVES	<p>1) Provide training on health resources on the web, including MEDLINEplus, PubMed, and other databases. Other sessions as appropriate will cover Clinical Trials, AIDS information, and resources in Spanish.</p> <p>2) Provide Loansome Doc services to all participating health centers.</p>
SETTING	Health centers (clinics)
FOCUS	<p>Minority Health Professionals</p> <p>Health professionals caring for underserved populations in the San Fernando Valley: Low income, indigent Urban</p>
DESIGN	Training sessions, including Internet searching and interactive Internet demonstration of NLM resources
PARTICIPANTS	<p>Audience targeted as training participants: physicians, public health nurses, diabetes educators, AIDS health educators in the San Fernando Valley. The participants will use their newly acquired knowledge in an effort to help educate and assist the indigent with their health related problems.</p> <p>Total number attending training sessions: 103</p> <p>This total included: 32 RNs 22 Clerk Typists 12 LVNs 11 Certified Nurse Anesthetists</p>

5 Technicians
 4 Health Educators
 3 ITCs
 4 Nutritionists and Dieticians
 3 Physicians
 2 Phlebotomists
 2 Nurse Practitioners
 2 Supervisors

INTERVENTIONS Training at the workplace (clinics): “Introduction to Search Engines,”
 “Introduction to PubMed”

OUTCOME MEASURES

Pre-Assessment of Computer Skills for Valley Care Clinical Personnel
 Outreach (Training) Evaluation Form

RESULTS Training was provided to all eight outlying health clinics in the San
 Fernando Valley as proposed, and increased awareness of health
 information resources on the Internet was achieved. While connectivity at
 the clinics is still a problem at some sites, a number of individuals are
 purchasing personal computers themselves and will be able to access the
 health information resources presented. A relationship was developed
 between personnel at the outlying clinics and the library at Olive View
 Health Science Library.

CONCLUSIONS

A pre-assessment of knowledge and interests was key to providing
 effective instruction. Some sites needed preliminary information on
 Internet service providers (ISPs) and search engines, while other sites
 were ready for training on PubMed and MEDLINEplus.

TRAINING SITES Tujunga Health Clinic, Tujunga, CA 91042
 Glendale Health Center, Glendale, CA 91206-3312
 Veterans Administration, Sepulveda, CA 91343
 Valley Care San Fernando Health Center, San Fernando, CA 91342
 Burbank Health Center, Burbank, CA 91503
 Pacoima Health Center, Pacoima, CA 91331
 Mid-Valley Health Care Center, Van Nuys, CA 91402
 North Hollywood Health Center, North Hollywood, CA 91601

FOLLOWUP I will be visiting all clinics this year in an effort to promote visibility of
 our library, the services we can offer, and update users regarding PubMed
 and MEDLINEplus. I have already booked an appointment at one of the
 outlying clinics.

ENTRY MONTH [TO BE COMPLETED BY NLM]

LAST REV DATE [TO BE COMPLETED BY NLM]

GENERAL NOTES

Q-PROMOTION/MARKETING

The librarian project manager worked closely with the supervisors and health educators on scheduling and promoting the training sessions. Much effort was devoted to laying the groundwork with the clinic supervisors, to familiarize them with the project, coordinate schedules, and determine how they could assist with the presentations.

Flyers were distributed during pre-training visits to the clinics, both to administrators and to potential students, whether health educators, nurses, nutritionists, or physicians. Telephone calls and word-of-mouth were also used.

Because the health professionals in the target audience have very heavy workloads, a successful promotional approach was to offer the training during the lunch hour and to provide the meal along with the instruction.

Q-TRAINING ISSUES

Doing a pre-assessment survey of prospective training participants was key to making the training sessions appropriate for their level of Internet experience and specific interests. Some participants had used the Internet, but knowledge of search engines, and the many search engines available, was lacking. Some participants were knowledgeable of browsers, the web, and the many engines available, but were not familiar with MEDLINE or had not used the new PubMed interface.

Training was done with Internet presentations and demonstrations, accompanied by PowerPoint presentations and handouts. (The handouts also served as backup for any equipment or connectivity problems.) Hands-on training was not possible, but some participants were able to come to the hospital library later for hands-on practice.

The scores from the evaluations distributed when the classes ended were quite good.

Q-EQUIPMENT/TELECOMMUNICATIONS

Connectivity was usually a challenge, but everyone worked together to have an Internet connection for the presentations. Handouts and

PowerPoint presentations were always taken along in case of equipment or connectivity problems, which did come up at several training sites.

Q-PERSONNEL/STAFFING

The project librarian needed to arrange extra staff coverage within the library to cover her time away at the clinic training sites. Library hours at the hospital facility could actually be extended, as the librarian had to stay later in the evening to catch up with non-project responsibilities.

Q-BARRIERS

It was difficult to coordinate schedules for training. Holding classes during the lunch hour helped, as well as scheduling at times that were most convenient for the sites (but not necessarily for project personnel).

While Loansome Doc was introduced, the clinics do not have funding to pay for document delivery requests. There is great interest in links to full-text.

Q-RECOMMENDATIONS

Be ready to improvise. If something doesn't work, go on to something else. There is no use spending a lot of time on a desktop that has crashed or a projector that won't work. Have those handouts ready for distribution.

Before instruction, bring all equipment to the various outlying sites to see if Internet access is available; an available phone line does not guarantee Internet connectivity.

It is important to do a brief survey or pre-assessment in an effort to ascertain the audience's computer skills and capabilities. The pre-assessment helped immensely in developing the classes and planning the PowerPoint presentation for each site, as the various clinic personnel differed dramatically in background knowledge.

Q-IMPACT

The project librarian is keeping in touch with personnel at the outlying clinics, and intends to visit the clinics over the coming year. A relationship was developed between personnel at the outlying clinics and the library at Olive View Health Science Library.

Search Engines/Pub Med Instruction to ValleyCare Outlying Clinics
Quarterly Report
April 1, 2001 – June 30, 2001

Project: Search Engine Instruction to Health Educators, Nurses and Technicians at ValleyCare Outlying Clinics. PubMed Instruction to Employees at ValleyCare Outlying Clinics combined with Medline Plus Instruction. Loansome Doc Instruction when/if applicable.

Institution: Olive View/UCLA Medical Center

Purchase Order: #5415-G-BB349-00

Submitted by: Marsha Kmec, Principal Investigator
Olive View/UCLA Medical Center
2C160
Health Sciences Library
14445 Olive View Drive
Sylmar, Ca. 91342

Fourth Quarterly Report for April 1, 2001 – June 30, 2001

Introduction to ISP's, Search Engines and Medline Plus

I. Description of Classes

A. Administrative Activities

During this quarter, I contacted the various health educators and nurse supervisors in orders to have them assist me with this project. Prior to the classes held, I distributed a brief survey or pre-assessment in an effort to determine my audience's computer skills, knowledge and capabilities. The pre-assessment helped me immensely in developing my class and planning my PowerPoint presentations. Prior to teaching at the San Fernando Clinic, I met with the immediate supervisors to brief them on my background regarding this particular project. Supervisors at all clinics were briefed on this Award and were very accommodating. Special thanks to Caroline Kennedy at VA Sepulveda for her support and assistance.

B. Planning

I (Marsha Kmec, Principal Investigator), met with the supervisor of the San Fernando Clinic to fully explain the Award. Pre-Assessments were distributed to all employees who would be attending the workshops. This mechanism to assess the audience's background knowledge proved beneficial as the four clinics differed dramatically. I had

telephone conversations with the nursing supervisors at Tujunga and Glendale, explaining the importance of this award and how it would potentially benefit their staff and the information needs of their customers.

None of the clinics had full Internet access or capability; however, many participants in the various classes were in the process of individually purchasing Gateway Computers through Los Angeles County. In an effort to better explain connectivity, ISP's were discussed at length (when applicable) prior to search engine introduction and Medline Plus instruction. Evaluations were distributed when classes concluded.

C. Publicity

Flyers were distributed to the San Fernando Clinic only. I depended on the nursing supervisors to assist with publicity. Attendance for most classes was quite good. I also offered to provide refreshments in an effort to entice.

D. Training/Demonstration Sessions

After collecting pre-assessments, I was able to determine needs of the four clinics based on their varied skills and knowledge. VA Sepulveda students had more of a technologic background making instruction easier. I therefore didn't need to elaborate on the particulars of ISP's or Search Engines. We jumped right into Internet Search Engine accessibility and how to get directly to PubMed and Medline Plus for Consumer health information. Glendale Clinic was a bit less knowledgeable of search engines and ISP's. They were, however, a wonderful class, dedicated to learning what I had to say and eager to acquire information about ISP's and searching techniques. My class with the Glendale Clinic turned out to be quite different from VA Sepulveda but was a delightful teaching experience for me. The Tujunga Clinic and San Fernando Clinic were comparable in their knowledge regarding the Internet. Both clinics were introduced to ISPs, PubMed, Medline Plus and a brief Loansome Doc rundown. Search Engines were defined to students who were interested.

II. Loansome Doc/Document Delivery Activities

Document delivery options were not applicable during these training sessions.

III Evaluation Activities

Did use an evaluation tool to determine my particular weaknesses and strengths.

IV. Problems/Corrective Action

In the outlying clinics connectivity continues to be somewhat of a problem and dilemma. Before instruction, bring all equipment to the various clinics to see if Internet access is available. An available phone line does not guarantee Internet connectivity, take it from me. I "counter" this by always having a PowerPoint

demo readily available. Also, coordinating times for instruction sometimes can be tricky. I try to make it as easy as possible by telling administration to select times good for them and lean towards their availability, not mine. I feel these clinics are doing me the favor of letting me in to teach, so I try to be as flexible as possible with my time.

V. Lessons Learned

Pre-Assess! To jump in and not know the background of the students you are teaching can be a waste of time. A brief pre-assessment checklist goes a long, long way.

VI. Projected Activities for Next Quarter

It's hard to believe but the year has ended. My projected activities for the fourth quarter were achieved, however, I would like to continue to visit the clinics this year and resume this project somehow. I will continue to promote Medline Plus and partner with these outlying clinics to ensure the availability of full text online health information. Provision of consumer health information is mandatory now more than ever and is an essential component of our jobs as health information providers.

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: March 30, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer Introduction to Search Engines. Brief introduction to Medline Plus via Pub Med Introduction-ISP Introduction			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View /UCLA Medical Center in conjunction with Award granted through NIH/NLM and the Regional Medical Library at UCLA			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Olive View/UCLA Medical Center			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Glendale Health Center 501N.Glendale Ave. Glendale, CA			
6. LOCATION WHERE ACTIVITY OCCURRED: Glendale, CA			
A. CITY Glendale		B. STATE CA	
D. COUNTY Los Angeles		C. ZIP CODE 91206-3312	
E. CONGRESSIONAL DISTRICT 25			
7. LENGTH OF ACTIVITY: 60 min		8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED: 9			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Registered Nurses	4		
Clerk Typists	3		
CNA	2		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	9		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
 Marsha Kmec: 818-364-4243

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: June 13, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer Introduction to Search Engines, Introduction to Medline Plus			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View/UCLA Medical Center in conjunction with Outreach Award/RML Los Angeles, California.			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Marsha Kmec, Olive View/UCLA Medical Center			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Veterans Administration, Sepulveda, California			
A. CITY Sepulveda	B. STATE CA	C. ZIP CODE 91343	
D. COUNTY Los Angeles	E. CONGRESSIONAL DISTRICT 25		
7. LENGTH OF ACTIVITY 90 min	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO PRESENT (>50%) * Only five attendees, thus not significant, however all present represented minorities		
11. NUMBER OF PERSONS WHO ATTENDED: 11			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
RN	2		
LVN	5		
CNA	1		
ITC	2		
Supervisor of Nursing	1		
UNIDENTIFIED HEALTH PROFESSIONS	0		
TOTAL	11		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Marsha Kmec: 818-364-4243

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: June 27, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer Introduction to Search Engines. Brief introduction to Medline Plus via Pub Med Introduction-ISP Introduction			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View UCLA Medical Center by way of the Regional Medical Library/NLM/NIH. Regional Medical Library is located on the top floor of the Louise Darling Biomedical Library, UCLA.			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Olive View/UCLA Medical Center Sylmar, CA.			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: (See RML/UCLA, Biomedical Library)			
6. LOCATION WHERE ACTIVITY OCCURRED: Valley Care San Fernando Health Center, San Fernando Road, San Fernando, CA			
A. CITY San Fernando	B. STATE CA	C. ZIP CODE 91342	
D. COUNTY Los Angeles	E. CONGRESSIONAL DISTRICT 25		
7. LENGTH OF ACTIVITY: 80 min	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 11			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Registered Nurse	4		
LVN	2		
CNA	4		
Phlebotomist	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	11		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:

Marsha Kmec: 818-364-4243

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: June 28, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer Medline Plus, Search Engine Update, ISP Discussion			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View/UCLA Medical Center in conjunction with Outreach Award/RML Los Angeles, California.			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Olive View/UCLA Medical Center, Sylmar, CA			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Sponsored by the Regional Medical Library/UCLA/Los Angeles, California.			
6. LOCATION WHERE ACTIVITY OCCURRED Tujunga Health Clinic, Tujunga, California			
A. CITY Tujunga	B. STATE CA	C. ZIP CODE 91042	
D. COUNTY Los Angeles	E. CONGRESSIONAL DISTRICT 25		
7. LENGTH OF ACTIVITY 1 Hour	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO * Only five attendees, thus not significant, however all present represented minorities		
11. NUMBER OF PERSONS WHO ATTENDED: 5			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health Educator	1		
RN	2		
LVN	1		
ITC	1		
UNIDENTIFIED HEALTH PROFESSIONS	0		
TOTAL	5		
* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school. 12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Marsha Kmec: 818-364-4243			

“Health Care Resources on the Internet”

OUTREACH DATABASE RECORD

SEC SOURCE ID	[TO BE COMPLETED BY NLM]
ID NUM	[TO BE COMPLETED BY NLM]
NLM PROG	[TO BE COMPLETED BY NLM]
NLM CONTRACT	[TO BE COMPLETED BY NLM]
ACTIVITY TYPE	RML Subcontract
FUNDING TOTAL	\$3,500.00
STARTDATE	July 1, 2000
ENDDATE	June 30, 2001
INST NAME	California Pacific Medical Center
ADDRESS	PO 2395 Sacramento Street, Box 7999
CITY	San Francisco
STATE	CA
ZIP CODE	94120-7999
REGION	07 Pacific Southwest Region
CONGRESS DIST	8th
COUNTY	San Francisco
INST CONTACT	Douglas L. Varner, MS, MLS 415-923-3240
COLLABORATOR (S)	Community Health Resource Center
INST TYPES	Academic Health Sciences Center Community Health Organization
TITLE	“Health Care Resources on the Internet”

RML GENERAL OUTREACH ACTIVITIES

PURPOSE	Educate various end-user patient populations with access and use of Internet resources related to healthcare.										
OBJECTIVES	<p>Describe history of the Internet.</p> <p>Outline how Internet is used.</p> <p>Detail how healthcare information is one of the most frequently accessed information on the Internet.</p> <p>Describe how to access resources on the Internet.</p> <p>Outline components of URL.</p> <p>Describe different domain names: .EDU, .COM, .ORG, .NET, .GOV and provide examples of each domain type.</p> <p>Discuss NLM and resources.</p> <p>Introduce NLM page.</p> <p>Provide instruction in the use of PubMed</p> <p>Provide instruction in the use of MedlinePLUS.</p> <p>Provide instruction in the use of the NLM Gateway.</p> <p>Discuss and demonstrate additional government web sites.</p> <p>Discuss and demonstrate .COM sites.</p> <p>Discuss and demonstrate .EDU sites.</p> <p>Discuss and demonstrate .ORG sites.</p> <p>Outline methodology for evaluating healthcare information retrieved via Internet resources.</p>										
SETTING	Conference Centers at two locations which provided Internet connectivity and LCD projection equipment.										
FOCUS	No identified focus groups.										
DESIGN	Instruction, demonstration and solicitation of participation from attendees.										
PARTICIPANTS	<table><tr><td>Introductory sessions (2 2-part sessions):</td><td>69</td></tr><tr><td>Seniors session:</td><td>9</td></tr><tr><td>Women's Health:</td><td>8</td></tr><tr><td>HIV:</td><td>12</td></tr><tr><td>TOTAL:</td><td>98.</td></tr></table>	Introductory sessions (2 2-part sessions):	69	Seniors session:	9	Women's Health:	8	HIV:	12	TOTAL:	98.
Introductory sessions (2 2-part sessions):	69										
Seniors session:	9										
Women's Health:	8										
HIV:	12										
TOTAL:	98.										
INTERVENTIONS	<p>Publicity via word-of-mouth, advertising in local publications, sending flyers to targeted patient populations.</p> <p>Solicitation of participation from attendees in order to provide guidance and consultation with healthcare information needs in the context of appropriate evaluation and interaction with healthcare providers.</p>										

OUTCOME MEASURES Qualitative measure of outcome by requesting that each participant complete an evaluation form. Form provided a scale of 1-5 from not satisfied to extremely satisfied. Overall satisfaction mean was approximately 4.0 corresponding to “Good”.

RESULTS High level of satisfaction with instruction, course materials and demonstrations as evidenced by evaluations.

CONCLUSIONS In the communities for which instruction was provided there is a significant need for instruction in access, evaluation and demonstration of Internet sites relating to healthcare.

TRAINING SITES California Pacific Medical Center
Pacific Campus
Graduate Medical Education Conference Center
2333 Buchanan Street
San Francisco, CA 94115

California Pacific Medical Center
Davies Campus
Auditorium
Castro and Duboce Streets
San Francisco, CA 94114

FOLLOWUP Principle Investigator and staff will continue to explore funding activities for more extensive end-user training activities with broad-based patient/end-user population.

ENTRY MONTH 0107/dlv

LAST REV DATE [TO BE COMPLETED BY NLM]

GENERAL NOTES None at this time.

Q-PROMOTION/MARKETING

Significant expenditure of financial and human resources allocated to promoting/marketing or instructional courses. Marketing included targeted mailings to specific patient populations and local community health organizations, strategic posting of flyers in the community, running ads in local community newspapers describing programming, running ad in the CPMC community newspaper “Partners” having a broad-based circulation, and informing care givers of these programs.

Q-TRAINING ISSUES

Room availability required logistical planning with room assignment coordinators. Participant feedback was positive, in general, with respect to training/interactive facilities.

Q-EQUIPMENT/TELECOMMUNICATIONS

Ceiling mounted LCD projectors were used for projection of images from laptop computer. No significant equipment or telecommunications problems arose. Internet connectivity was generated via a T1 line resulting in rapid throughput of images and text.

Q-PERSONNEL/STAFFING

Administration and regulatory bodies were provided status reports at various times during the course of the project. Exceptional staff efforts include Anne Shew and Kathleen Kimber who were instructors for the course and Virginia McGowan and Glen Baird from the CHRC who provided extensive support with all aspects of this project.

Q-BARRIERS No additional significant barriers were encountered in the course of completion of this project.

Q-RECOMMENDATIONS

Outgoing support from NNLM and NLM with respect to new features/services/resources available through NLM, possibility constructing a listserv so outreach project participants would have a direct pipeline into new developments at NLM. This is particularly important in light of the fact that participants are serving as the interface between NLM and the general public and must be informed of cutting edge technology from NLM.

Q-IMPACT Impact of participation is broad-based and far-reaching from the perspective of altering the perception of the medical library profession, raising awareness among participants and administration of the importance of community outreach and support mechanisms available to conduct outreach and the ability for participants to “get-their-feet-wet” with grant writing, accountability and receipt of government funding.

HEALTH CARE RESOURCES ON THE INTERNET

CALIFORNIA PACIFIC MEDICAL CENTER

SAN FRANCISCO, CALIFORNIA

Purchase Order: 5415 6 BB515 00

Submitted by:

Douglas L. Varner, MS, MLS
Library Manager
California Pacific Medical Center
Health Sciences Library
P.O. Box 7999
San Francisco, CA 94120-7999
Telephone: 415/923-3240
Fax: 415/923-6597
E-mail: VarnerD@sutterhealth.org
Web Site: http://www.cpmc.org/health_library

Quarterly Report for April 1, 2001 through June 30, 2001

Submitted:
July 30th, 2001

**National Network of Libraries of Medicine
Outreach Project
Quarterly Report for April 1, 2001 through June 30, 2001
Purchase Order: 5415 6 BB515 00**

Outline for Quarterly Report

ADMINISTRATIVE ACTIVITIES

Health Sciences Library staff conducted 2 outreach sessions during the 4th quarter. A 2 part series entitled "Health Information on the World Wide Web" occurred on April 24th, 2001 and May 1st, 2001. A session entitled "HIV Resources on the World Wide Web" occurred on April 25th, 2001. These sessions took place in the California Pacific Medical Center Davies Campus Auditorium which has internet connectivity, and a LCD projector. Library staff provided a laptop computer. This equipment allowed for a end-user participatory session composed of a power point demonstration followed by live, interactive demonstrations of various Internet resources. Handouts were distributed at all events which provided information on connecting to the electronic information resources available through the National Library of Medicine and additional internet resources from a variety of sources which were displayed as part of the sessions. A session entitled for new and expectant parents on perinatal resources on the Internet, originally scheduled for February 21st, 2001 was rescheduled for July 18th, 2001 but was subsequently cancelled due to low pre-registration numbers.

Number of Loansome Doc requests: None

Success Stories:

Participants gained an increased awareness and understanding of health information resources on the Internet, an appreciation for factors used in evaluating resources including currency, relevance, appropriateness and context of information and an explanation/discussion of Internet domain names: .edu, .com, .gov, .net, and .org.

Impact of Information:

Instructors on several occasions were able to outline retrieval of information for specific disease conditions of the participants either during class or on an informal basis before or after the sessions. Participants in all sessions had specific questions about their health conditions. Instructors were able to conduct searches and retrieve relevant information in a real-time, on-demand scenario which had significant impact on participants with respect to increasing their understanding of health resources available via the Internet and how to develop relevant search strategies to retrieve information in a comprehensive and efficient manner.

Problems:

Issues this quarter continued to focus primarily on publicizing the events. In spite of an extensive publicity effort by the CHRC staff for the Perinatal course and a re-focusing of announcement materials to outline specific topics covered in the course the event was cancelled. CHRC and Instructional staff have determined that this particular user sub-population is either very technologically savvy and does not feel the need for introductory instruction or this group prefers one-on-one, individualized instruction. Instructional staff will continue to strategize in an effort to develop methodologies for outreach to this user sub-population.

Activities for Next Quarter:

July 18th, 2001: Perinatal Resources on the Internet (rescheduled from February 21st, 2001 and subsequently cancelled altogether).

No additional activities were scheduled for the upcoming quarter as the grant period has expired.

Addendum to be included in a separate mailing:

Invoice for the 4th quarter

Copy of PowerPoint slides and course handouts for the HIV program.

Copy of PowerPoint slides and course handouts for the introductory 2-part program.

Program flyer for the introductory 2-part program.

Program flyer developed for the Perinatal program.

Program evaluation forms for the 2 courses taught this quarter.

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: April 24, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: National Network of Libraries of Medicine, Pacific Southwest Region, UCLA			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: California Pacific Medical Center (CPMC)			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Community Health Resource Center			
6. LOCATION WHERE ACTIVITY OCCURRED CPMC Davies Campus Auditorium			
A. CITY San Francisco	B. STATE CA	C. ZIP CODE 94115	
D. COUNTY San Francisco	E. CONGRESSIONAL DISTRICT 8th		
7. LENGTH OF ACTIVITY (HOURS) 1 hour, 15 minutes	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 11			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
General Public		11	
TOTAL		11	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Douglas L. Varner 415/923-3240

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: April 25, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
Awareness <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: National Network of Libraries of Medicine, Pacific Southwest Region, UCLA			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: California Pacific Medical Center (CPMC)			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Community Health Resource Center			
6. LOCATION WHERE ACTIVITY OCCURRED CPMC Davies Campus Auditorium			
A. CITY San Francisco	B. STATE CA	C. ZIP CODE 94115	
D. COUNTY San Francisco	E. CONGRESSIONAL DISTRICT 8th		
7. LENGTH OF ACTIVITY (HOURS) 1 hour, 15 minutes	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 12			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
General Public		12	
TOTAL		12	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Douglas L. Varner 415/923-3240

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: May 1, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
Awareness <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: National Network of Libraries of Medicine, Pacific Southwest Region, UCLA			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: California Pacific Medical Center (CPMC)			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Community Health Resource Center			
6. LOCATION WHERE ACTIVITY OCCURRED CPMC Davies Campus Auditorium			
A. CITY San Francisco	B. STATE CA	C. ZIP CODE 94115	
D. COUNTY San Francisco	E. CONGRESSIONAL DISTRICT 8th		
7. LENGTH OF ACTIVITY (HOURS) 1 hour, 15 minutes	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 5			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
General Public		5	
TOTAL		5	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Douglas L. Varner 415/923-3240

“Medicine on the Net”

OUTREACH DATABASE RECORD

SEC SOURCE ID [TO BE COMPLETED BY NLM]

ID NUM [TO BE COMPLETED BY NLM]

NLM PROG [TO BE COMPLETED BY NLM]

NLM CONTRACT [TO BE COMPLETED BY NLM]

ACTIVITY TYPE RML Subcontract

FUNDING TOTAL \$3,500.00

STARTDATE July 1, 2000

ENDDATE June 30, 2001

INST NAME Sutter Resource Library

ADDRESS 2800 L Street

CITY Sacramento

STATE CA

ZIP CODE 95816

REGION 07 Pacific Southwest Region

CONGRESS DIST 5th

COUNTY Sacramento

INST CONTACT KD Proffit, MLS
(916) 733-3880

COLLABORATOR (S)

INST TYPES Consumer health library

TITLE “Medicine on the Net”

RML GENERAL OUTREACH ACTIVITIES

PURPOSE	To teach people how to find medical information on the Internet and how to distinguish between reliable and unreliable sources. Classes included PubMed training and Loansome Doc services.
OBJECTIVES	To provide training to the staff and to the community of the targeted organizations.
SETTING	Computer training room, Sutter Cancer Center, Sacramento, CA.
FOCUS	Patients of two Sutter programs serving minority and low income groups.
DESIGN	Offer 15 classes throughout the year. Publicize these classes to the targeted groups. Produce handouts of website lists and other relevant information.
PARTICIPANTS	Targeted audiences are patients and staff of the Sutter Diabetes Care Center and Adolescent Family Life Program/Cal Learn.
INTERVENTIONS	Developed a class called "Searching the Internet for Health Information" which was offered to the targeted groups. Fifteen classes were scheduled at different times throughout the grant period. Produced handouts on different topics. Publicized the classes with the help of the staff of the targeted groups
OUTCOME MEASURES	See below.
RESULTS	See below.
CONCLUSIONS	See below.
TRAINING SITES	See below.
FOLLOWUP	See below.
ENTRY MONTH	[TO BE COMPLETED BY NLM]
LAST REV DATE	[TO BE COMPLETED BY NLM]

GENERAL NOTES

Q-PROMOTION/MARKETING Developed flyer which was widely distributed throughout the hospital and at the targeted sites. Held one-on one meetings with the directors of both targeted programs to explain the program and to encourage participation by patients and staff.

Q-TRAINING ISSUES Hands-on training was successful for the most part. Only one class had a big discrepancy between the slowest learner and the most advanced. I spent most of my time at the slow learner's computer and talked to the rest of the class from there.

Q-EQUIPMENT/TELECOMMUNICATIONS Our hospital IT Department was very cooperative and installed Internet connections in the training room so we could hold the classes there.

Q-PERSONNEL/STAFFING No problems.

Q-BARRIERS Marketing to Spanish-speaking patients was not a success. We had three classes scheduled, but the people cancelled at the last minute.

Q-RECOMMENDATIONS Have the Marketing Department of the larger organization help with publicity. We did it all ourselves from the Library and I'm sure we missed some things and the classes would have been bigger had we had professional help. We are continuing with these classes even though the grant is finished and the hospital marketing department has agreed to publicize these upcoming classes.

Q-IMPACT Many of our students went back to their departments or outside organizations and used our handouts to teach their own classes. Overall, it was good publicity for the library in general.

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: April 17, 2001; April 24, 2001; May 9, 2001; June 14, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Sacramento	B. STATE CA	C. ZIP CODE 95816	
D. COUNTY Sacramento	E. CONGRESSIONAL DISTRICT 5th		
7. LENGTH OF ACTIVITY (HOURS) One hour	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 11			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health professional	11		
Consumer		5	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	11	5	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:

“Redwood Health Library's Internet HealthQuest”

OUTREACH DATABASE RECORD

SEC SOURCE ID [TO BE COMPLETED BY NLM]

ID NUM [TO BE COMPLETED BY NLM]

NLM PROG [TO BE COMPLETED BY NLM]

NLM CONTRACT [TO BE COMPLETED BY NLM]

ACTIVITY TYPE **RML Subcontract**

FUNDING TOTAL **\$3,500.00**

STARTDATE **July 1, 2000**

ENDDATE **June 30, 2001**

INST NAME **Redwood Health Library**

ADDRESS **314 Western Avenue**

CITY **Petaluma**

STATE **CA**

ZIP CODE **94952**

REGION **07 Pacific Southwest Region**

CONGRESS DIST **6**

COUNTY **Sonoma**

INST CONTACT **Eris Weaver, MLS**
707-778-9114

COLLABORATOR (S)

INST TYPES **Consumer Health Library**

TITLE **Redwood Health Library's Internet HealthQuest**

RML GENERAL OUTREACH ACTIVITIES

PURPOSE	To improve community access to health information, in partnership with other community organizations.
OBJECTIVES	Improve public Internet access at the Redwood Health Library. Provide training on searching NLM databases and other health-related Internet sites to consumers & patients and those who serve them.
SETTING	Consumer health library; local public library; local adult school; other community locations.
FOCUS	Consumers and professionals (public librarians, health care workers) who provide health information to consumers.
DESIGN	Trainings were set up in two ways. Public classes were publicized through a variety of media: newspaper, newsletters, adult school brochure, etc. Trainings for health care & library workers were arranged directly between the RHL librarian and staff at key local agencies.
PARTICIPANTS	Consumers, public librarians, health educators, school nurses, health care workers.
INTERVENTIONS	Training was offered at the Redwood Health Library and at community sites. Loansome Doc service was initiated.
OUTCOME MEASURES	Post-training evaluations.
RESULTS	N/A
CONCLUSIONS	N/A
TRAINING SITES	Redwood Health Library Santa Rosa Junior College (Senior Citizens Computer Users Group) Petaluma Adult School Petaluma Health Center Petaluma Public Library (Reference Librarians) Sonoma State University (Women's Health Class) Santa Rosa Junior College (Health & Medical Sources on the World Wide Web, half-unit class)
FOLLOWUP	N/A
ENTRY MONTH	[TO BE COMPLETED BY NLM]

LAST REV DATE [TO BE COMPLETED BY NLM]

GENERAL NOTES

Q-PROMOTION/MARKETING This project achieved successful press coverage, including newspaper ads and press releases that were picked up by local media (*Santa Rosa Press Democrat*, *California Healthline*, the online newsletter of the California HealthCare Foundation, *Sonoma Medicine*, the journal of the Sonoma County Medical Association, and *North Bay Connection*, the newsletter of the North Bay Cooperative Library System).

Q-TRAINING ISSUES

Q-EQUIPMENT/TELECOMMUNICATIONS There were problems with slow telephone connections at some training/demonstration sites.

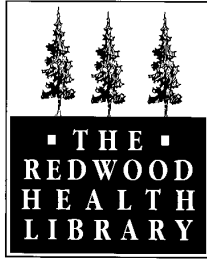
Q-PERSONNEL/STAFFING

Q-BARRIERS Scheduling was the main challenge.

Q-RECOMMENDATIONS

Q-IMPACT The library's Loansome Doc and other document delivery requests went up dramatically. The library seemed to fulfill an unanticipated niche—healthcare workers who are not affiliated with an institution that offers them interlibrary loan or document delivery services. These users are journalists, lawyers, pharmaceutical researchers, nonprofit health clinics, etc., some as far away as Los Angeles and San Diego. There was initial concern that this demand would create an impossible workload, but that was not the case. Billing took little time, and the fee structure seems to cover the library costs.

It is difficult to evaluate the later impact of information provided in the classes and lectures, although the evaluations and verbal discussion imply satisfaction. After each event, several attendees called, emailed, or dropped by the library to discuss their research in greater depth. It's hard to know if it is related or not, but overall library usage was 84% higher than the previous year.



a project of the Petaluma Health Care District

Redwood Health Library's Internet HealthQuest Fourth Quarter Report – April - June 2001

Purchase Order 5415-G-BB350-00

submitted by Eris Weaver, MLIS
July 2001

Redwood Health Library
314 Western Avenue
Petaluma, CA 94952
707-795-2157

Number of Loansome Doc requests: 155

Success Stories:

After steady increases over the first three quarters, Loansome Doc requests seem to have reached a plateau. In May I conducted a survey of our Loansome Doc patrons to assess their reasons for using the service as well as their level of satisfaction. Sixteen of our twenty-eight patrons (57%) responded. 50% of the respondents use Loansome Doc primarily for work-related purposes, accounting for 80% of the total documents requested. I am writing up the results of this survey and hope to eventually publish it.

On April 19 I again taught “Finding Medical Information on the Internet” through Petaluma Adult School. Class attendance was about half of the previous one; I incorporated many of the changes requested by former students. Next October the class will be offered again – this time it will be TWO two-hour sessions instead of just one!

Based on my previous activities, I was hired by Santa Rosa Junior College to teach “Health & Medical Sources on the World Wide Web.” This was a half-unit, hands-on course held on a Saturday in May. Seventeen people attended, many of them Redwood Health Library volunteers and/or users. The age of participants ranged from a few teenagers to several senior citizens. It was very satisfying to have a full eight hours with students, rather than my previous two, and be able to go more in depth!

My article “Redwood Health Library Revisited” appeared in the Spring 2001 issue of *Sonoma Medicine*, the journal of the Sonoma County Medical Association, bringing more awareness of the Library to the physicians of the area. The Redwood Health Library was also featured in the June issue of *North Bay Connection*, the newsletter of the North Bay Cooperative Library System (NBCLS). NBCLS is a multi-type regional library consortium; RHL is the only health library in the system. It is too soon to tell if this article will increase calls and referrals from other members of the consortium!

Administrative Activities:

April 19, 2001	Taught class at Petaluma Adult School
May 12, 2001	Taught class at SRJC
May 26 – 30, 2001	Attended Medical Library Association annual meeting
June 28, 2001	Sonoma County Economic Development Board’s Sonoma County Connectivity Council

Attachments:

- ◆ Outreach Reporting Form for two training sessions
- ◆ Evaluation form from Petaluma Adult School
- ◆ Evaluation form from Santa Rosa Junior College
- ◆ Connectivity Council information
- ◆ Promotional materials
- ◆ Articles

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: April 19, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify) Awareness <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Petaluma Adult School			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Redwood Health Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Petaluma Adult Learning Center			
A. CITY Petaluma	B. STATE CA	C. ZIP CODE 94954	
D. COUNTY Sonoma	E. CONGRESSIONAL DISTRICT 6		
7. LENGTH OF ACTIVITY 2 hours	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 6			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Journalist			
Consumer		6	
TOTAL			

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
 Eris Weaver, MLIS phone 707-778-9114 fax 707-765-2076 email erisw@phcd.org

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: May 12, 2001			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Santa Rosa Junior College – Petaluma Campus			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Redwood Health Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Santa Rosa Junior College – Petaluma Campus			
A. CITY Petaluma	B. STATE CA	C. ZIP CODE 94954	
D. COUNTY Sonoma	E. CONGRESSIONAL DISTRICT 6		
7. LENGTH OF ACTIVITY 8 hours	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 17			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Community college students		17	
TOTAL		17	

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
 Eris Weaver, MLIS phone 707-778-9114 fax 707-765-2076 email erisw@phcd.org

“LOS BANOS HOUSE CALLS”

OUTREACH DATABASE RECORD

SEC SOURCE ID	[TO BE COMPLETED BY NLM]
ID NUM	[TO BE COMPLETED BY NLM]
NLM PROG	[TO BE COMPLETED BY NLM]
NLM CONTRACT	[TO BE COMPLETED BY NLM]
ACTIVITY TYPE	RML Subcontract
FUNDING TOTAL	\$3,500.00
STARTDATE	July 1, 2000
ENDDATE	June 30, 2001
INST NAME	Memorial Hospitals Association/ Health Sciences Library and PC Resource Center
ADDRESS	P.O. Box 942
CITY	Modesto
STATE	CA
ZIP CODE	95353
REGION	07 Pacific Southwest Region
CONGRESS DIST	18
COUNTY	Merced
INST CONTACT	Nancy Mangum, MLS, Librarian (209) 526-4500 x8200
COLLABORATOR (S)	Memorial Hospitals Association, Modesto Nancy Mangum, M.L.S. P.O.B. 942 Modesto CA 95353 (209) 526-4500

Funds awarded: \$3,500

Memorial Hospital, Los Banos
520 West "I" Street
Los Banos CA 93635

INST TYPES Hospital/Medical Center

TITLE "LOS BANOS HOUSE CALLS"

RML GENERAL OUTREACH ACTIVITIES

PURPOSE The purpose was to provide awareness and training to physicians and staff of Memorial Hospital, Los Banos on the features of MEDLINEplus and PubMed that could potentially improve their patient care.

OBJECTIVES The objective was to provide a local (internet) resource in a rural setting that lacks access to other information sources.

SETTING One on one training for physicians and staff in the Physicians' Lounge.

FOCUS Rural, mixed minority physician and patient population. I could not locate a breakdown of Los Banos by itself; the Merced County population breakdown is:

White	128,172
Black	9,418
American Indian/ Alaska native	4,751
Asian	16,841
Native Hawaiian/ Pacific Islander	1,016
Other	62,832
Hispanic or Latino	95,466

U.S. Census Bureau, *Census 2000*; http://www2.census.gov/census_2000/

DESIGN A one on one approach to demonstration and training was used, due to the wide difference in internet experience noted among the professionals. It was also practical, due to availability of 1 internet connected PC in the Physicians' Lounge. A teaching tool was developed adapting a page from PubMed's site and using arrows to explain what the parts of the page could do.

Physicians were invited to make appointments for the demonstration and training. The “House Calls” approach was used to encourage maximum participation, i.e., it was explained in the initial letter to physicians that we would train at the hospital or in a physician’s office at their convenience. Besides the written information sent to physicians, we also indicated verbally to the Medical Staff Coordinator that we would be willing to come down after hours or on Saturdays.

PARTICIPANTS	Physicians, nurses, and allied health personnel who need access to current resources for either direct patient care, continuing education, patient information, or hospital policy and procedure.
INTERVENTIONS	<p>First quarter, we contacted our Information Systems Department to make sure that Los Banos had the required equipment and connectivity. I.S. was very helpful, and they set up Internet Explorer and assured that all worked smoothly. Second quarter, together with the Medical Staff Coordinator at Los Banos, we drafted a letter to go to physicians explaining about the opportunity to learn about MEDLINEplus and PubMed and encouraging them to call us for an appointment. The project was publicized in the hospital newsletter and announced at the Medical Staff Meeting. The project was also publicized (for general knowledge) in the Memorial Hospital, Modesto newsletters. We received no calls for appointments.</p> <p>The third quarter, we decided to simply be at Los Banos in the Physicians’ Lounge at set times each week, so that physicians could drop in for demonstrations. Another letter was sent to physicians. Due to changing schedules and availability of Library staff, it was not possible to do this every week, but the Medical Staff Coordinator had a sign she would put out, indicating the time and day we would be there. The hospital staff was also very welcome to drop in for training. We did train some physicians and staff the third quarter, but not as many as we had anticipated.</p> <p>The last quarter, we decided to enlarge upon the “drop in” idea and hold a couple of half day sessions and then three all day sessions, hoping that the wide time angle would catch more physicians and staff. The Medical Staff Coordinator made a really attractive flyer and distributed it to all physicians and throughout the hospital. In the last quarter, we did train 10 more people. We also gave out coupons for coffee drinks at a popular coffee place as an incentive to participate.</p>
OURCOME MEASURES	N/A
RESULTS	N/A

CONCLUSIONS N/A

TRAINING SITES N/A

FOLLOWUP N/A

ENTRY MONTH [TO BE COMPLETED BY NLM]

LAST REV DATE [TO BE COMPLETED BY NLM]

GENERAL NOTES

Q-PROMOTION/MARKETING As described above.

Q-TRAINING ISSUES Getting participants; once there, all participants were very pleased with what they learned.

Q-EQUIPMENT/TELECOMMUNICATIONS

Since Memorial, Los Banos utilizes the I.S. Department from Memorial, Modesto, we had very fine assistance from them in assuring a good internet connection and installation of Explorer.

Q-PERSONNEL/STAFFING

Training was done by Michael Dickey, B.A. and teaching credential candidate, Cal State, Stanislaus. Mr. Dickey has trained many physicians at Memorial, Modesto successfully over the past 3 years in his position as Library Assistant; training was also done by Nancy Mangum, M.L.S., Library Director, Memorial, Modesto. The Los Banos publicity and coordination was done by Karen Norris, Medical Staff Coordinator. We wish to acknowledge all her support, enthusiasm, and hard work in making the grant work.

Q-BARRIERS Location of Physicians' Lounge (down a quiet hall where our presence could go unnoticed).

Q-RECOMMENDATIONS

Offer C.E. credit as an incentive to attend. Have a "teaser" demonstration at a Medical Staff Meeting to introduce the program. It was my impression that this group did not understand the relevance of MEDLINEplus to their work, so were not motivated to set aside time to do the training.

Q-IMPACT

Impact was moderate; those who did participate liked what they saw and understood the applicability to their work. Attendance could have been better. We trained a total of 15 physicians and staff. The time was not wasted; those who did attend have knowledge that can be shared and the idea that this kind of resources exists. All participants were given MEDLINEplus bookmarks; the poster we had mounted on foamboard for publicity is now a permanent display in the Physicians' Lounge; MEDLINEplus is marked as a "favorite" on the PC; and more MEDLINEplus bookmarks were left at Los Banos with their onsite librarian to put out for people to take. The Memorial Hospital, Modesto library now has a higher profile; we have gotten more requests for articles and searches this year.

Outreach Projects Quarterly Report

“LOS BANOS HOUSE CALLS”

**Memorial Hospitals Association
Modesto CA**

And

Memorial Hospital, Los Banos

Los Banos CA

**Quarterly Report
April - June, 2001**

P.O. # 5415-G-BB327-00
U. S. Congressional District 18
Submitted by Nancy Mangum, MLS
Memorial Hospitals Association
Health Sciences Library and PC Resource Center
P.O. Box 942
Modesto CA 95353
(209) 526-4500 x8200

Report 4, April – June, 2001
Submitted 7/26/01

Los Banos House Calls

Quarterly Report

APRIL – JUNE, 2001

Number of Loansome Doc requests

None for this quarter.

Strategy

This quarter, Memorial, Los Banos was surveyed by JCAHO. They asked us to forgo training until after the survey, which we did. We held 5 sessions and were able to train a number of staff and one physician (2 half day sessions and 3 full day “megasessions”).

Because of the lack of participation in the project noted in the last quarter, we thought that going down all day for 3 days in a row might provide the consistency and convenience that might generate some “business.” So, we went to Los Banos June 12, 13, and 14, from 9am – 5pm, including lunch hours for one on one training on a drop-in basis.

We mounted 2 MEDLINEplus posters on foam board and placed one outside the Physicians’ Lounge as a reminder that training was taking place; the other poster is a permanent display in the room, as a reminder of the URL and the event. In our pretraining publicity, we indicated what we would be showing them – “what your patients can learn about you; sources of nice office handouts; recent press releases; medical encyclopedia online for your patients, Medline searches,” and we said we would give each trainee a \$5 gift certificate to Cafe’ e Via, a favorite in-town coffee stop.

Success Stories

Perhaps the most unique person to be trained was a housekeeper. Since nobody else was being trained, she made a little time on her break to come into the Physicians’ Lounge. She was fascinated. It turns out that she has a number of serious medical problems. She was able to check on her physician (and found out he is very good, from a very prestigious medical school) and find out information on two of her medical conditions. She was fairly outgoing, and went all over the place in the hospital telling everyone who would listen about how neat MEDLINEplus was!

The executive secretary was another success story. After being shown MEDLINEplus, she went back to her office and found an immediate use for it. The Discharge Planner was interested in support groups and patient information, and we found some information for her. She decided to get the internet at home so she could access the site.

The one physician wanted to learn how to search PubMed in some detail. He was looking for specific information on antibiotic dosing after a particular type of surgery. He was very pleased with the abstracts he was able to print off.

Problems

We trained 10 people the last quarter; however, lack of participation was still the biggest problem. Karen Norris, the Medical Staff Secretary, had announced our program consistently, by notices and personal letters to the physicians and staff. It appeared in the Los Banos Hospital newsletter, also. For this last intensive training, she had done up a really good flyer and distributed it everywhere. She talked it up and was responsible for the people we did get to train.

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 5/25/01			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA			
6. LOCATION WHERE ACTIVITY OCCURRED Memorial Hospital, Los Banos CA Physicians' Lounge			
A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635	
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18 th , Gary Condit, Representative		
7. LENGTH OF ACTIVITY (HOURS) 0 (see below)**	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
**No one attended; the entire Sutterhealth internet system came down (all of the PacBell lines in northern CA were down).			
This was discovered after instructor had driven down to Los Banos.			
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum (209) 526-4500 x8200.

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/7/01			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA			
6. LOCATION WHERE ACTIVITY OCCURRED Memorial Hospital, Los Banos Physicians' Lounge			
A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635	
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18 th , Gary Condit, representative		
7. LENGTH OF ACTIVITY 1 hour (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 1			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
RN/Quality Management	yes		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	1		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum; (209) 526-4500 x8200

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/12/01			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA			
6. LOCATION WHERE ACTIVITY OCCURRED Memorial Hospital, Los Banos Physicians' Lounge			
A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635	
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18 th , Gary Condit, representative		
7. LENGTH OF ACTIVITY 8 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
physician	yes		
?? (RN?)	yes		
executive secretary	yes		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	3		

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12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum; (209) 526-4500 x8200

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/13/01			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA			
6. LOCATION WHERE ACTIVITY OCCURRED Memorial Hospital, Los Banos, Physicians' Lounge			
A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635	
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18 th Gary Condit, representative		
7. LENGTH OF ACTIVITY 8 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
RN	yes		
RN	yes		
RN (these 3 were sent over by a physician unable to attend himself; they were his office staff)	yes		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	3		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum; (209) 526-4500 x8200

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/14/01			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA			
6. LOCATION WHERE ACTIVITY OCCURRED Physicians' Lounge, Memorial Hospital, Los Banos			
A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635	
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18 th Gary Condit, Representative		
7. LENGTH OF ACTIVITY (HOURS) 8 hours	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
RN, Discharge Planning	Yes		
Housekeeper	Yes		
RN	Yes		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	3		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum; (209) 526-4500 x8200